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REPORT OF THE

MENTAL DISABILITIES BOARD OF VISITORS

TO

THE FORTY-EIGHTH MONTANA

LEGISLATURE

JANUARY 1983

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OFFICE OF THE GOVERNOR
MENTAL DISABILITIES BOARD OF VISITORS

TED SCHWINDEN, GOVERNOR

CAPITOL STATION

STATE OF MONTANA

(406) 449-3955

HELENA, MONTANA 59620

January 1983

TO: Interested Persons

FROM: Kelly Moorse Kelly Moorse

RE: Report to the Legislature

Enclosed for your information and review is the report of the Mental Disabilities Board of Visitors to the Montana Legislature. This report reflects the work of the members of the Board of Visitors and their efforts to comply with the provisions established by the Developmental Disabilities Act and the Mental Commitment and Treatment Act.

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Members of the Forty-Eighth Legislature

This report to the Forty-Eighth Montana Legislature summarizes the facility reviews conducted by the Mental Disabilities Board of Visitors. This report is issued in accordance with Sections 53-20-104 (8) of the Montana Codes Annotated.

The Mental Disabilities Board of Visitors is charged by Montana Law with reviewing patient care at Montana's community mental Health centers, as well as the institutions for the mentally ill and the developmentally disabled. In addition to the facility reviews, the Board has responded to almost four hundred requests of patients and families during the present biennium to review care, treatment and protection of rights of emotionally ill and developmentally disabled citizens. (53-20-104 (6) and 53-21-104 (5) M.C.A.)

This report to the Legislature serves to highlight the major accomplishments and deficiences of the facilities reviewed by the Board of Visitors. The Board is hopeful that these findings will continue to strengthen the delivery of treatment services to Montana citizens. If more information is desired on any of the matters discussed in this Annual Report, please contact our office, or refer to the individual reports which are on file in the Governor's Office.

Respectfully submitted,

Allen V. Bertelsen

Allen V. Bertelsen
Chairman

REPORT

TO

THE FORTY-EIGHTH

MONTANA LEGISLATURE

In reviewing the facilities under our purview, the Board of Visitors has documented the compliance and non-compliance of these facilities with Montana Law. Our annual report highlights the deficiencies (as required by law), as well as the areas in which excellent service has been rendered.

TREATMENT SERVICES
[53-20-101, 53-20-104, 53-20-148,
53-21-101, 53-21-104, 53-21-162 M.C.A.]

Accomplishments:

The Board of Visitors reviews the cooperative working relationship provided by the Pre-Release unit at Warm Springs/Galen State Hospital and the regional mental health centers as very positive. Coordinated discharge planning is essential for successful community placement.

The model of care and treatment offered to the developmentally disabled residents at Eastmont Human Services Center is exemplary. The education program at Boulder River School and Hospital has received State and National recognition for their services to disabled people.

Aftercare programs offered by the mental health centers have been expanded throughout the State. This program promises an atmosphere in which work, recreation, and support are offered, especially to the chronic mentally ill person, thereby reducing the need for re-hospitalization.

The Missoula Mental Health Center has added a twenty-four hour supervised group home to their community. The community of Stevensville is to be commended for the management and treatment services offered at Genesis House, a group home for women.

The physical care given the residents at the Center for the Aged is maintained at a level that surpasses the care found in most geriatric institutional settings.

The training provided by Staff Development Center at Boulder River School and Hospital is to be praised for their comprehensive program. Their model has been re-duplicated at other institutions and community programs within the State.

Deficiencies:

There is need for another group living facility within Region I (Miles City) and Region IV (Helena). In addition, there is need for a twenty-four hour supervised group home in Region II (Great Falls).

Ninety-three adults at Boulder River School and Hospital are not receiving educational or pre-vocational services. An additional twenty-seven clients will be terminated from educational services since they are no longer of school-age status. The Board of Visitors strongly encourages pursuing avenues for the maintenance and expansion of appropriate programs to serve the adult population.

RECORD KEEPING
[53-20-161, 53-21-162 and 53-21-165 M.C.A.]

Accomplishments:

The addition of a certified medical records administrator at the Center for the Aged has been positive. The reorganization of important patient information and the assignment of patient identification numbers have been beneficial to the staff.

The Medical Record Department of Boulder River School and Hospital has begun to microfische former patients' records. The transfer to microfische will provide more efficient means of access to patient information.

Documentation of residents of the Long-term unit at Warm Springs/Galen State Hospital indicates the use of restraints is frequently checked by the staff. Observations by the Board indicates the residents experience no apparent stress.

Deficiencies:

Client assessment and treatment plans for the residents at the Center for the Aged and the geriatric residents at Galen campus of the State Hospital were stated in very general terms. There were no recent assessments of patients' psychological needs for the residents at the Galen campus.

Treatment objectives at the Warm Springs campus were too frequently vague, abstract and general. Discrepancies were noted between the admissions diagnosis and the diagnosis by the treatment unit. In other cases, the treatment plan was not relevant to the patients' reason for admission.

Treatment plans were often incomplete in the mental health centers reviewed in Region IV (Helena) and Region V (Missoula). This deficiency should be addressed by the new or revised record keeping systems which are being implemented in these regions.

ENVIRONMENTAL
[53-20-104 (4) and 53-21-104 (3) M.C.A.]

Accomplishments:

The food preparation and storage areas have been improved at Boulder River School and Hospital and the Center for the Aged. The equipment and work areas were clean. Supply storage areas at both facilities, along with the Eastmont Human Services Center were clean and dry with supplies dated, rotated and kept off the floor.

The physical environment of the cottage and service areas at Boulder River School and Hospital has greatly improved over the past several years. The cottage shower and bath areas are being remodeled and a needed ventilation system is being installed.

Since the Board's last review of Galen State Hospital, the lawn area outside Crockett I and Terrill I has been fenced. The patio area has been made accessible for handicapped person. The enclosed lawn and patio area will allow residents the opportunity to enjoy the out-of-doors more frequently.

Deficiencies:

The seclusion room of the men's wing at the Center for the Aged is an environmental hazard. The security screens on the window needs repair and the light fixture needs to be replaced.

The dormitory and bathing areas of the Children's unit at Warm Springs/Galen State Hospital offer little, if any, privacy for the residents. Likewise, the cells in the Maximum Security Unit at Warm Springs/Galen State Hospital offer no therapeutic value or privacy for the patients.

Security equipment on the Maximum Security Unit at the State Hospital is in various stages of disrepair. Both units had surveillance equipment and an intercom which need repair. The security gate on Unit 57 requires manual operation because a motor is burned out.

The air conditioning and ventilation systems of the Receiving Hospital at Warm Springs/Galen State Hospital (Wards A, B, C, D) does not function properly.

CONSUMER ISSUES
[53-20-104 and 53-21-104 M.C.A.]

Accomplishments:

Patient rights are posted in all of the mental health centers and most of the wards at Warm Springs/Galen State Hospital. Only two of the regional mental health centers have developed grievance procedures (Region III (Billings) and Region I (Miles City). The Board encourages the remaining mental health regions and Warm Springs to develop grievance procedures for clients.

Consumer satisfaction data available from the mental health centers indicates most persons surveyed were satisfied with the treatment they received and felt somewhat better about their problems.

The use of "Attends", an incontinent brief, at Eastmont Human Services Center and the Center for the Aged, has been very beneficial. The "Attends" are very absorbent, thereby reducing skin breakdown and provide a cost savings to the institutions since the number of clothing and linen changes is reduced.

The major mental health centers in all the regions have expanded their hours to include weekends and evening services in order to accomodate clients' individual schedules.

Deficiencies:

The use of seclusion, time-out and/or restraints at the Center for the Aged, the Children's Unit of Warm Springs and the geriatric unit of the Galen campus is not consistent with Montana law and/or policies and procedures of each facility.

Staff working with the mentally handicapped with the state institutions need to be sensitive to the "labels" they are using when referring to the patients. The use of such words as "senile", "retard" and "imbecile" is antiquated and derogative.

ADMISSIONS - PLACEMENTS
[53-20-101 (3), 53-20-121, 43-20-127
53-21-101 (3), 53-21-162 (2) M.C.A.]

Accomplishments:

The proposed Children's unit in Billings will expand services for seriously emotionally disturbed children. This expansion should alleviate the problem of waiting lists and placement of youth on Adult units at Warm Springs/Galen State Hospital.

The system by which residents court commitments are renewed at Boulder River School and Hospital has been streamlined since our last reporting. The individual habilitation plan meeting and its subsequent recommendations provide the courts with the necessary information regarding commitment renewals.

Six residents from Eastmont Human Services were returned to community placements during fiscal year 1981 and 1982.

Deficiencies:

An increase in admissions to Warm Springs/Galen State Hospital has created numerous treatment and staffing problems. Patients are sometimes placed on inappropriate wards, thereby prolonging treatment and their return to less restrictive environments. The increased patient load has meant over-crowding in some areas, especially the Forensic area.

Placement and treatment issues need to be addressed for those persons for whom there is no appropriate facility or community based program. This includes the sex offender and the brain trauma victim, for whom there are no treatment facilities in Montana, and the developmentally disabled, who are not appropriate for placement at Boulder River School and Hospital, and therefore, are placed at Warm Springs campus. There are over fifty individuals at Warm Springs who meet the current Federal and State definition of developmentally disabled who are unserved and/or underserved.

There is a need for more community based services for emotionally disturbed children and developmentally disabled individuals. The need for services to the moderately emotionally disturbed still exists, despite the closure of the RITZ program (Residential Intermediate Treatment Zone), by the Department of Institutions.

ADMINISTRATIVE - STAFF

Accomplishments:

The use of the volunteer case manager system at the South Central Montana Regional Mental Health Center (Region III, Billings), is an exemplary model for other centers in their treatment of chronic mental patients. Region IV (Helena) also utilizes volunteers in the Montana House, their day treatment program.

Eastmont Human Services Center and Boulder River School and Hospital are to be complimented for their use of the Foster Grandparent Program. The participants longevity with each institution certainly speaks for the cooperative effort and dedication.

Staff turnover at each of the institutions and mental health centers has been reduced significantly. This factor aids in providing a continuity of care to those in need of services.

Deficiencies:

The Board of Visitors shares the concerns of mental health professionals regarding the lack of psychiatrists available throughout the state. There are presently psychiatrist vacancies in Region I (Miles City), Region V (Missoula) and at the Warm Springs campus.

The lack of money earmarked for in-service training for staff members within the mental health system (Warm Springs and the mental health centers) appears to be a false savings in the long run.

Based on the wide variety of patients at Galen State Hospital (elderly, psychiatric, acute medical, developmentally disabled and chemically dependent), there is a need for more developmental services staff. The facility and residents would benefit from a physical therapist, occupational therapist, full time psychologist and additional recreational therapy staff.

The increased population at Warm Springs State Hospital warrants an increase in program and treatment development. When the scope of patient treatment and activities are limited because there is not enough staff, the length of stay is increased unnecessarily.

APPENDIX A

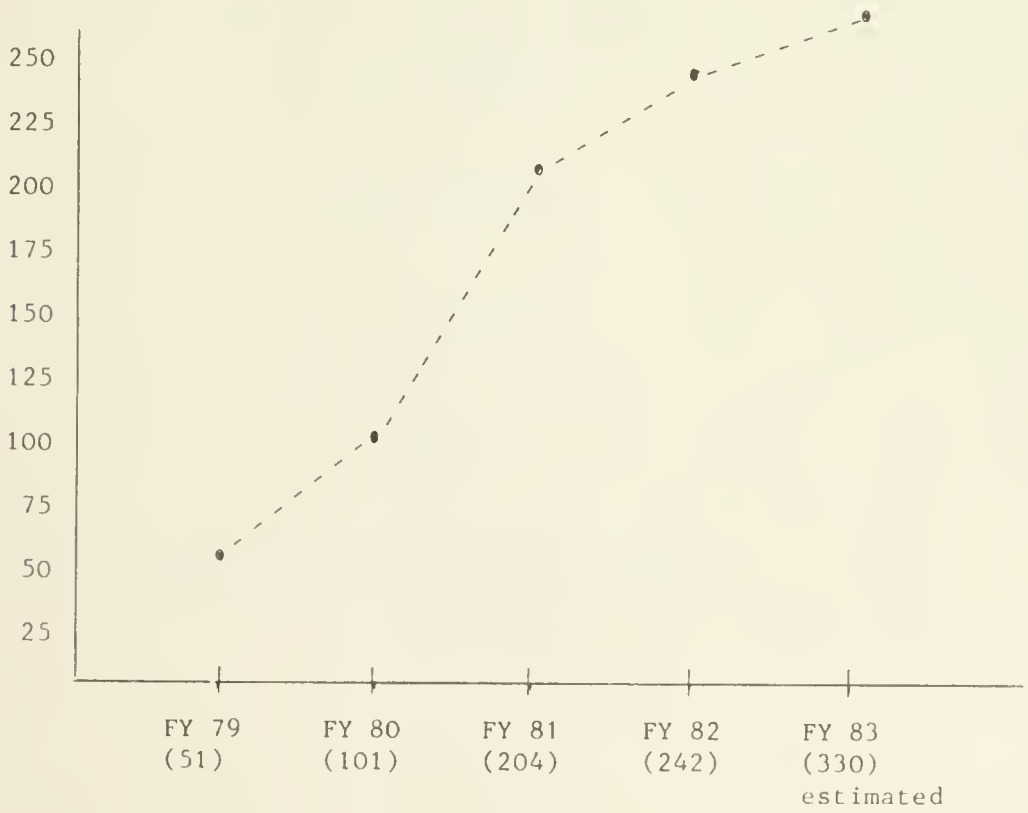
GRIEVANCE STATISTICS

Grievances filed with the Board of Visitors and requests for assistance are the best indication of the increased workload the Board has experienced since its inception.

Grievances include patient and families of patients' complaints regarding rights violations, treatment issues, commitment/re-commitment proceedings, admissions/discharges, human rights issues and questions on the use of patient funds and billings.

Requests for assistance include questions on less restrictive treatment environments, information on guardianship/conservatorship and sterilization issues.

OVERVIEW OF GRIEVANCE/REQUESTS BY FISCAL YEAR



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